
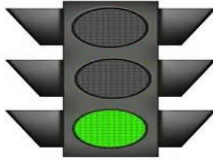


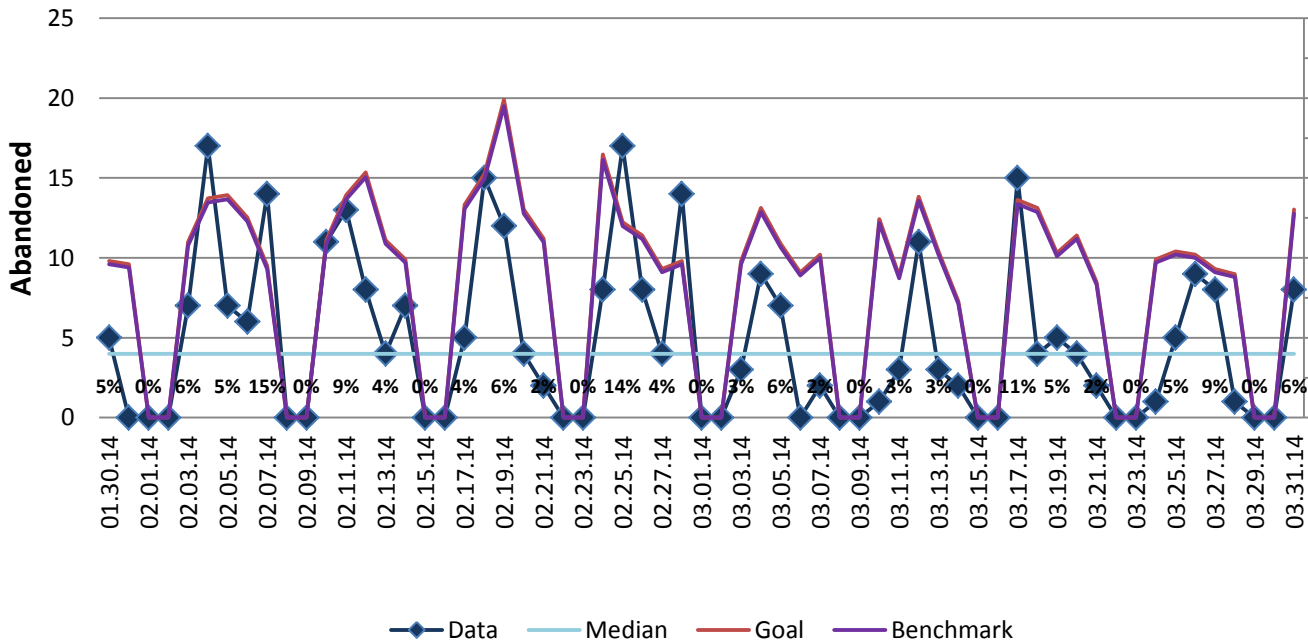
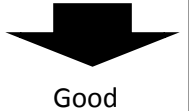
Service Desk Abandoned Calls

Information Technology

4/29/2014

Measurement method		Why measure?		What is our goal?	
Dividing the calls that enter the MTS queue and leave before being answered by the total number of calls received.		To ensure availability to have service issues addressed.		No more than 10% of the calls routed to the Service Desk are abandoned.	
How are we doing?					
03.01.14-03.31.14 1 Month Goal	03.01.14-03.31.14 1 Month Total		03.31.14 Goal	03.31.14 Actual	
225	103		13	8	
Abandoned	Abandoned		Abandoned	Abandoned	
			Performance Stoplight Key		
			Red Light = Off Goal		
			Yellow Light = Approaching Goal		
			Green Light = Meets Goal		
			No Lights = No Goal/No Data		

Service Desk Abandoned Calls



LOUISVILLE METRO
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